

City of Chattanooga, TN
Personnel Class Specification

Class Code 2108

FLSA: Non Exempt

CLASSIFICATION TITLE: CUSTOMER SERVICE COORDINATOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to coordinate Call Center operations and supervise/guide staff in providing customer service, to include receiving inquiries/complaints from customers via telephone/Internet, entering data into computer, researching information in computer database, providing information, referring issues appropriate departments/personnel, and researching status of complaints.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises customer service activities; ensures prompt, friendly, and efficient customer service.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; conducts interviews and makes hiring recommendations; coordinates staff training activities.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; conducts staff meetings; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Performs administrative functions: establishes and monitors performance standards governing customer service activities; assists in developing and updating operational policies and procedures; reviews and interprets customer satisfaction surveys; makes recommendations to director concerning staff and procedural/operational improvements; prepares annual budget requests; prepares reports regarding personnel and operations; develops work schedules to ensure adequate coverage; reviews and approves time sheets, leave requests, and invoices.

Compiles statistical data pertaining to department operations, such as call volume, types of calls, productivity of representatives, or other data; analyzes data, and identifies trends/problem areas; summarizes data and prepares charts, graphs, and reports.

Communicates problem trends to other departments, agencies, and management personnel for resolution.

Assists in performing customer service functions by telephone, Internet, e-mail, fax, mail, or other media; answers incoming telephone calls and reviews incoming correspondence; screens calls and determines nature/urgency of the issue; categorizes and codes complaints for data entry purposes and to monitor resolution.

Supervises and assists in performing data entry functions by keying data into computer system; enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections.

Supervises and assists with provision of information and assistance related to City services/activities, procedures, documentation, or other issues; responds to questions, complaints, or requests for service; analyzes data to determine proper response to inquiries.

Supervises and assists with research of requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City agencies/departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate.

Supervises complaint resolution; monitors status of complaints and requests to ensure proper resolution; troubleshoots problem calls with personnel in other agencies/departments.

Prepares or completes various forms, reports, correspondence, performance appraisals, organizational plans, assessment reports, budget documents, complaint forms, work orders, charts, graphs, or other documents.

Receives various forms, reports, correspondence, time sheets, job applications, invoices, statistical data, productivity charts, customer satisfaction surveys, complaints, database records, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer, general office equipment, telephone, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Communicates with director, employees, interns, other departments, City officials, customers, the public, the media, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Two years of college coursework or an associate degree with emphasis in business administration; supplemented by two years of experience and/or training involving call center operations, customer service, and/or complaint resolution; or any equivalent combination of education, training, and experience, which provides the requisite knowledge, skills, and abilities for this job. Must have experience using spreadsheet and word processing software.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity and in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or

verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as or rude/irate customers.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: September 2002